

Milwaukee County EMS Dispatch Guidelines And Pre-Arrival Instructions For a 2-Tiered Response

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TO BE DETERMINED ON ALL CALLS WHEN
THE CALLER IS NOT THE PATIENT

ASK: Is the person **breathing**?

1. **NOT BREATHING** -----**ALS / BLS**

ANSWER: Yes / don't know

ASK: Is the person **awake** now?

1. Yes ----- **See appropriate chief complaint**

Note: Instruct caller to call 911 again if patient's condition worsens

ANSWER: No / don't know

ASK: Can / will you try to wake the person, without putting down the telephone?

1. No / can't / will not (unconfirmed) ----- **BLS**

Note: Must put down telephone to find out...
Instruct caller to find out more information and call 911 again

2. Yes / still no response (confirmed unconscious) ----- **ALS / BLS**

3. Yes, person is coming to / in & out of consciousness ----- **BLS**

*EXCEPTION TO THE RULE IS "DECEASED / ASSISTANCE WITH BODY"

ABDOMINAL PAIN / STOMACH COMPLAINT

ASK: Is the patient pregnant? (if the complainant is female)

1. Yes ----- **See Labor / OB**

ANSWER: No / don't know

ASK: Is anything else wrong?

1. Yes ----- **See appropriate chief complaint**

2. No ----- **BLS**

ALLERGIC REACTION

ASK: Is the patient having trouble breathing / wheezing / or difficulty swallowing?

1. Yes ----- **ALS / BLS**

2. No ----- **BLS**

3. Don't know ----- **BLS**

4. Listen for previous reaction or use of own "Epi-pen" ----- **ALS / BLS**

ASSAULT / SEXUAL ASSAULT / BATTERY

1. (Minor bruises, broken bones, cuts, scrapes, etc ----- **BLS**

2. (Listen for other complaint) ----- **See appropriate chief complaint**

3. (Listen for uncontrolled bleeding / amputation) ----- **ALS / BLS**

4. (Listen for seizures) ----- **ALS / BLS**

ASK: Is the assailant still on the scene?

Note Notify the police

PATIENT ASSISTANCE

ASK: Does the patient have any other complaints?

1. No / Don't know ----- **BLS**

2. Yes ----- **See appropriate chief complaint**

BLEEDING

ASK: Where is the person bleeding from?

ANSWER: Vomiting / rectal / unknown / Other ----- **BLS**

(Listen for uncontrolled or can't stop the bleeding) ----- **ALS / BLS**

ANSWER: Vaginal

ASK: Is the patient pregnant?

1. Yes ----- **see labor / OB / delivery / miscarriage**

2. No / don't know ----- **BLS**

BREATHING DIFFICULTY

ASK: How old is the person?

1. Age 50 and over ----- **ALS / BLS**

2. Age under 50 / don't know ----- **BLS**

3. (Listen for asthma, wheezing, emphysema, tracheotomy allergic reaction, history of heart problems, C.O.P.D, chest pains and age 40 and over) ----- **ALS / BLS**

BURNS

ASK: How was the person burned?

ANSWER: Electrical / Electrocutation ----- **ALS / BLS**

ANSWER: Non-electrical

ASK: What parts of the body were burned?

1. Large area / face or mouth (airway) ----- **ALS / BLS**

2. Small area ----- **BLS**

3. Unknown ----- **BLS**

4. (Listen for burned infant - ages 0-1 years old) ----- **ALS / BLS**

5. (Listen for chemical spill) ----- **ALS / FULL ASSIGNMENT**

CHEST (PAIN / TIGHTNESS / PRESSURE)

ASK: How old is the person?

1. Age 40 and over ----- **ALS / BLS**

ANSWER: Age under 40 / don't know

ASK: Does the person have a heart problem?

1. Yes ----- **ALS / BLS**

2. No / don't know ----- **BLS**

3. Listen for the use of cocaine, implanted defibrillator fired, or diabetic ----- **ALS / BLS**

CHOKING

CHOKING ----- **BLS**

(Listen for not breathing) ----- **ALS / BLS**

DECEASED / ASSISTANCE WITH BODY

ASK: How do you know the person has died?

1. Body is cold / stiff / decomposed / decapitated / etc ----- **BLS**

2. Don't know for sure

ASK: Is the person breathing?

1. No ----- **ALS / BLS**

ANSWER: Yes / don't know

ASK: Is the person awake now?

1. Yes ----- **See appropriate chief complaint**

ANSWER: No / don't know

ASK: Can / will you try to wake the person, without putting down the telephone?

1. No / can't / will not (unconfirmed) ----- **BLS**

2. Yes / still no response (confirmed unconscious) ----- **ALS / BLS**

3. Yes, person is coming to / in & out of consciousness ----- **BLS**

DIABETIC

ASK: What is the patient's condition now?

1. (Listen for age > 50 with back, arm, neck or jaw pain, nausea, vomiting, sweating, seizures, blood sugar >400, less than 80, or not acting normally) ----- **ALS / BLS**

2. Don't know / other ----- **BLS**

DROWNING

ASK: Is the person awake now?

1. Yes ----- **See appropriate chief complaint**

2. No / don't know

ASK: Can / will you try to wake the person, without putting down the telephone?

1. No / can't / will not (unconfirmed) ----- **BLS**

2. Yes / still no response (confirmed unconscious) ----- **ALS / BLS**

3. Yes, person is coming to / in & out of consciousness ----- **BLS**

4. (Listen for "party is in river, pond, etc...") ----- **ALS / PARTIAL ASSIGNMENT**

ELECTROCUTION

ASK: Where was the person burned?

ANSWER: Electrical / electrocution ----- **ALS/BLS**

ANSWER: Non-electrical ----- **See burns**

FALLS

ASK: How far did the person fall?

1. 20 feet or greater ----- **ALS / BLS**

2. Unknown height ----- **BLS**

3. (Listen for fall from 2nd story or higher) ----- **ALS/BLS**

ANSWER: Less than 20 feet

ASK: What's wrong with person ----- **See appropriate chief complaint**

HEAT / COLD EXPOSURE

ASK: Is anything else wrong?

1. No / don't know ----- **BLS**

ANSWER: Yes ----- **See appropriate chief complaint**

HOME MEDICAL EQUIPMENT

1. (Listen for malfunction or alarm on apnea monitor, ventilator, or IV pump) -----ALS / BLS

2. (Listen for trouble or out of home oxygen) -----BLS

LABOR / OB / DELIVERY / MISCARRIAGE

ASK: How far along is the person?

1. Already delivered / delivery in progress -----ALS / BLS

2. Full term (33 weeks & over) -----BLS

Less than 5 months (<20 weeks) / don't know -----BLS

ANSWER: 5 to 8 months (20 to 32 weeks)

ASK: Is she having contractions?

1. No / don't know -----BLS

ANSWER: Yes

ASK: How far apart are the contractions?

1. 5 minutes or less -----ALS / BLS

ANSWER: More than 5 minutes apart / don't know

ASK: Is there a strong urge to push?

2. Yes -----ALS / BLS

3. No / don't know -----BLS

4. (Listen for seizures, toxemia, high blood pressure, uncontrolled bleeding, placenta previa, eclampsia, or ectopic pregnancy) -----ALS / BLS

MEDICAL FACILITY, DOCTOR, NURSE, EMT, OR
PHYSICIAN ASSISTANT REQUESTS EMERGENCY
MEDICAL ASSISTANCE

ASK: What do you need?

1. Med unit only -----ALS
(clarify to caller what type of response they're getting)

2. Paramedics -----ALS / BLS
(clarify to caller what type of response they're getting)

ANSWER: Ambulance

ASK: What's wrong with the person? ---- See appropriate chief complaint

3. (Listen for: IV running or infusing or medication given -----ALS / BLS

NON-TRAUMA PAIN (BACK / ARM / NECK / JAW

ASK: How old is the person?

1. Less than 50 / don't know -----BLS

ANSWER: 50 or older

ASK: Is there any difficulty breathing, nausea, or sweating?

2. Yes -----ALS / BLS

3. No / don't know -----BLS

4. (Listen for diabetic) -----ALS / BLS

OVERDOSE / ALCOHOL / INTOXICATION

1. (Listen for seizures -----ALS / BLS
(Notify police)

2. (Listen for Detox, Ed, or MO request) -----BLS
(Notify police)

3. Other -----BLS
(Notify police)

** NOTE** Consider documenting type of overdose

PERSONAL INJURY ACCIDENT

ASK: Where are the injuries?

1. Head, face, neck, chest, abdomen, back -----BLS

2. Arm / leg -----BLS

3. Other / don't know -----BLS

4. (Listen for pedestrian / motorcycle / bicyclist struck by auto) ---ALS / BLS

5. (Listen for person trapped / roll over crash, person thrown from auto, auto crash resulting in death of occupant inside of auto, high-speed crash (e.g.>40 mph) -----ALS / Partial assignment

Note **Notify the police

PSYCHIATRIC / SUICIDAL

ASK: Did the person take an overdose?

1. Yes -----BLS

ANSWER: No / don't know

ASK: Did the person try to hurt himself / herself?

1. No / don't know -----BLS

ANSWER: Yes

ASK: What did the person do?

2. (Listen for hanging) -----ALS / BLS

3. Other -----See appropriate chief complaint

Note **Notify the police

SEIZURES

ASK: Is the person still seizing?

1. Yes / don't know -----BLS

2. No -----BLS

3. (Listen for trauma, pregnancy, overdose, diabetic, back-to-back, prolonged) -----ALS / BLS

SICK / DIZZY / VOMITING / DIARRHEA - OTHER
COMPLAINT NOT LISTED

ASK: Is anything else wrong?

1. No / don't know -----BLS

ANSWER: Yes ----- See appropriate chief complaint

SHOOTING / STABBING

ASK: Where is the person injured?

1. Head, neck, chest, body
{armpit, abdomen, back, buttocks, pelvis, groin} -----ALS / BLS

2. Arm / leg / don't know -----BLS

ASK: Is the assailant still on scene?

Note Notify the police

STROKE

ASK: Why do you think the person is having a stroke?

What are the symptoms?

1. Can't talk, slurred speech,
can't move on one side of body -----BLS

2. Don't know -----BLS

3. (Listen for diabetic) -----ALS / BLS

4. Other ----- See appropriate chief complaint

TRAUMATIC INJURY NOT OTHERWISE SPECIFIED

1. (Minor bruises, broken bones, cuts, scrapes, etc) -----BLS

2. (Listen for other complaint) ----- See appropriate chief complaint

3. (Listen for uncontrolled bleeding / amputation -----ALS / BLS

4. (Listen for seizures) -----ALS / BLS

5. (Listen for caught in machinery) -----ALS / PARTIAL ASSIGNMENT

UNCONSCIOUS / UNRESPONSIVE
PASSED-FELL OUT / UNKNOWN / PARTY DOWN

ASK: Is the person awake now?

1. Yes ----- See appropriate chief complaint

ANSWER: No / don't know

ASK: Can / will you try to wake the person, without putting down the telephone?

1. No / can't / will not (unconfirmed) -----BLS

2. Yes / still no response (confirmed unconscious) -----ALS / BLS

3. Yes, person is coming to / in & out of consciousness -----BLS